

INSPECTION AND ACCEPTANCE

Solicitation No: HSFE06-17-R-0003
FEMA Declared Disaster DR-4277-LA

Manufactured Housing Installation, Maintenance and Deactivation
Disaster Assistance
Federal Emergency Management Agency (FEMA)

Attachment 4: Inspection and Acceptance

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INTRODUCTION

- a. Contractor shall perform according to the requirements in Section D.1: Description / Specifications / Statement of Work. Contractor activity will be monitored by the Contracting Officer's Representative (COR), with assistance from the Technical Monitor and/or other designated representatives to ensure full compliance with contract terms and conditions. The Contractor's performance will be evaluated periodically. The performance requirements and performance evaluation explains how the government will measure and evaluate the contractor's performance.
- b. The COR is responsible for monitoring Contractor activity during the period of performance. The COR will provide overall technical management, and monitor contractor performance. The Technical Monitor (or other designated representatives) will document Contractor's progress and performance, and inform the COR immediately regarding any potential problems and recommended courses of action. Problems of a contractual nature (as opposed to technical) must be reported to the Contracting Officer immediately.
- c. Selected Service Performance Areas (SSPAs) are scored on the basis of the contractor's achievement throughout the period of performance. Financial Incentives and Disincentives *will not* be paid under this Plan.
- d. The Contractor, Technical Monitor (or other designated staff member), and COR will partner throughout the life of each task order and discuss the quality of performance during weekly meetings (conference calls or face-to-face meetings), or more frequently if necessary. Performance results will be documented by the Technical Monitor (or other designated staff member). The Contractor and COR (or other designated staff member) will affix their signatures to indicate agreement.
- e. If the Contractor and COR are unable to reach agreement on the evaluation results, then the matter shall be elevated to the Contracting Officer. The Contracting Officer will consider any discrepancies between the Contractor and the COR, and issue a final decision. There is no provision for the Contractor to appeal the Contracting Officer's final decision. The original evaluation shall be forwarded to the Contracting Officer for retention in the Official Contract File, and one copy each shall be provided to the Contractor and the COR. The evaluation results will only be used internally by the government.

II. PERFORMANCE CRITERIA

The Performance Areas (PA) are designed to allow the contractor to clearly understand how the COR will evaluate the contractor's performance. Each criterion will be evaluated individually and then the criteria will be totaled. The criteria are described below.

III. PERFORMANCE REQUIREMENTS SUMMARY

- a. The Performance Requirements Summary (PRS), which follows, summarizes (in table form) the criterion used to evaluate the contractors performance. The PRS is divided into three columns:
 - i. The PAs critical to successful performance;
 - ii. The Performance Requirement; and
 - iii. The standard required.

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Performance Area (PA)	PERFORMANCE REQUIREMENT	STANDARD
PA#1 – PA#5 Not applicable		
PA#6 MHU Maintenance Timeliness	<p>Emergency Maintenance Repair requires that the disaster survivor is contacted within one (1) hour and repairs are initiated and completed within six (6) hours of receipt of emergency request. <i>(A complete emergency maintenance repair is defined as the imminent threat to life or property is either completely repaired or a temporarily repaired so that a permanent repair can be completed as regular maintenance.)</i></p> <p>Routine Maintenance Repairs requires that the disaster survivor is contacted within twelve (12) hours and repairs are initiated and completed within forty-eight (48) hours of receipt of the request.</p> <p>Preventative Maintenance Inspection (PMI) is required monthly and includes repairing all deferrable maintenance items. Monthly is defined as no fewer than 25 and no more than 35 days between each inspection. The Contractor shall give at least 3 operational days advance notice of a scheduled preventive maintenance inspection to the unit occupant. If the Contractor is unable to contact the occupant after 4 attempts over a minimum period of 2 operational days, the Contractor shall notify the COR and submit documented evidence of attempts to make contact.</p>	<p>Outstanding 99% and above of the MHU maintenance tasks are completed within the required timeframe.</p> <p>Excellent 97% to less than 99% of the MHU maintenance tasks are completed within the required timeframe.</p> <p>Satisfactory 94% to less than 97% of the MHU maintenance tasks are completed within the required timeframe.</p> <p>Marginal 90% to less than 94% of the MHU maintenance tasks are completed within the required timeframe.</p> <p>Unsatisfactory less than 90% of the MHU maintenance tasks are completed within the required timeframe.</p>

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Performance Area (PA)	PERFORMANCE REQUIREMENT	STANDARD
PA#7 MHU Maintenance Customer Satisfaction	There are no complaints about the contractor's staff or workmanship when conducting maintenance of any type. For the purposes of customer satisfaction, contractor staff are direct employees, contracted staff and subcontractor employees who perform maintenance on MHUs.	<p><i>Outstanding</i> 99% and above of the disaster survivors residing in a MHU have no complaints about the workmanship or the contractor staff during a maintenance repair.</p> <p><i>Excellent</i> 97% to less than 99% of the disaster survivors residing in a MHU have no complaints about the workmanship or the contractor staff during a maintenance repair.</p> <p><i>Satisfactory</i> 94% to less than 97% of the disaster survivors residing in a MHU have no complaints about the workmanship or the contractor staff during a maintenance repair.</p> <p><i>Marginal</i> 90% to less than 94% of the disaster survivors residing in a MHU have no complaints about the workmanship or the contractor staff during a maintenance repair.</p> <p><i>Unsatisfactory</i> less than 90% of the MHU installation are completed within the required timeframe.</p>
PA#08 – PA#09 Not applicable		

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Performance Area (PA)	PERFORMANCE REQUIREMENT	STANDARD
PA#10 MHU Deactivation Timeliness	<p>MHU Deactivation timelines is defined as:</p> <p>Manufactured Home or HUD Specification Home (MH) have been removed from the installation site within five (5) operational days of Work Order being issued.</p> <p>In the case of an Emergency MHU Deactivation, the unit must be removed from the site, made ready for transport, and transported back to a designated staging area within twenty-four (24) hours of the emergency deactivation work order being issued.</p>	<p><i>Outstanding</i> 99% and above of the MHU deactivations are completed within the required timeframe.</p> <p><i>Excellent</i> 97% to less than 99% of the MHU deactivations are completed within the required timeframe.</p> <p><i>Satisfactory</i> 94% to less than 97% of the MHU deactivations are completed within the required timeframe.</p> <p><i>Marginal</i> 90% to less than 94% of the MHU deactivations are completed within the required timeframe.</p> <p><i>Unsatisfactory</i> less than 90% of the MHU deactivations are completed within the required</p>

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

<p>PA#11 MHU Deactivation Quality</p>	<p>MHU deactivation quality is defined as a MHU that has been removed from the installation site and the site has been rendered safe and secure to include:</p> <ul style="list-style-type: none"> • The removal of all material used in the installation, • Cleaning up of any debris resulting from the deactivation (e.g., loose nails or screws, scraps of wood, etc.), • Removal of all anchoring and strapping material from the ground and fill in all of the resulting holes including compacting the soil, • Remove the MHU and transport it to the designated site, and • Ensure that any damage caused to the property is repaired. <p>*If a MHU has to be relocated or repositioned, the criteria for MHU Installation and MHU Deactivation Quality will be used to monitor performance.</p>	<p><i>Outstanding</i> There are no issues with the deactivation.</p> <p><i>Excellent</i> There is a Level I issues with the deactivation.</p> <p><i>Satisfactory</i> There are Level II issues with the deactivation.</p> <p><i>Marginal</i> There are Level III issues with the deactivation.</p> <p><i>Unsatisfactory</i> There are Level IV issues with the deactivation.</p> <p>Deactivation Quality Issue Levels:</p> <p>Level I – minimal issues with the deactivation which could include a single issue such as: fewer than 3 pieces of lumber, a single concrete block, less than 10 screws or nails, 2 anchor holes filled but not compacted.</p> <p>Level II – multiple Level I issues or an individual Level I issue that occurs multiple times (e.g., 3 pieces of lumber plus 10 screws or 4 anchor holes are filled in but not compacted).</p> <p>Level III – a single safety issue such as an anchor not being removed, an improperly filled in hole, and/or damage to the property not being repaired.</p> <p>Level IV – multiple safety issues, significant material remaining on site after the contractor departs, and/or significant damage to the property that is a result of the deactivation.</p>
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PERFORMANCE REQUIREMENTS SUMMARY (PRS)

<p>PA#12 MHU Repositioning and/or Relocation Timeliness</p>	<p>The Contractor must have all appropriate permits and licenses and complete the work order within two (2) operational days of the Work Order being issued by the Government.</p> <p>Deactivation of the unit at its initial location, and installation at the new location, must be complete during one (1) operational day.</p>	<p>Outstanding 99% and above of the MHU installation are completed within the required timeframe.</p> <p>Excellent 97% to less than 99% of the MHU installation are completed within the required timeframe.</p> <p>Satisfactory 94% to less than 97% of the MHU installation are completed within the required timeframe.</p> <p>Marginal 90% to less than 94% of the MHU installation are completed within the required timeframe.</p> <p>Unsatisfactory less than 90% of the MHU</p>
<p>PA#13 Contract Management Performance (Documentation)</p>	<p>Performance contract management for documentation requires the contractor to provide all required reports and information within the specified timelines.</p>	<p>Outstanding 100% of the reports and information are provided within the specified timelines.</p> <p>Excellent 99% to less than 100% of the reports and information are provided within the specified timelines.</p> <p>Satisfactory 98% to less than 99% of the reports and information are provided within the specified timelines.</p> <p>Marginal 95% to less than 98% of the reports and information are provided within the specified timelines.</p> <p>Unsatisfactory less than 95% of the reports and information are provided within the specified timelines.</p>

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

<p>PA#14 Contract Management Performance (Quality)</p>	<p>Performance contract management for quality is defined as the number of instances where the COR must intervene to correct the contractor. This can be done by issuing a formal written or by involving the Contracting Officer.</p>	<p><i>Outstanding</i> There are no performance quality issues during the period of performance.</p> <p><i>Excellent</i> There are quality issues during the period of performance; however none of the quality issues rise to a level that requires a formal memorandum or contracting officer intervention.</p> <p><i>Satisfactory</i> There is no more than 1 formal memorandum or contracting officer intervention.</p> <p><i>Marginal</i> There is more than 1 and less than 5 quality issues that require either a formal memorandum or contracting officer intervention.</p> <p><i>Unsatisfactory</i> The contracting officer issues a cure notice; the contractor is terminated for default; and/or more than 5 quality issues that requires either a formal memorandum or contracting officer intervention.</p>
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IV. PERFORMANCE REQUIREMENTS RATING CALCULATION

For each performance standard the following point system applies to the listed rating. The point system will be used to calculate the contractors performance using the methodology listed below.

Each rating has the follows number of points:

Outstanding – 4 points

Excellent – 3 points

Satisfactory – 2 points

Marginal – 1 point

Unsatisfactory – 0 points

During all calculations the following arithmetic rule will apply:

Point value calculations resulting in a number less than .5 will be rounded down to the next whole number; point value calculations resulting in a number equal to or greater than .5 will be rounded up to the next whole number.

Individual performance area scores will be calculated periodically as well as at the conclusion of the period of performance.

PA#1 – PA#5 - Not applicable

PA#6 MHU Maintenance - Timeliness

Calculation formula: Each appropriate performance record reviewed (the work order returned indicating the time that the service call has met the maintenance standards in the performance requirement) will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 maintenance work orders are reviewed for the survey timeframe and the contractor receives the following point scores:

4, 4, 3, 2, 3, 3, 3, 0, 1, 4, = 27

27 total points divided by 10 samples = 2.7

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This MHU Maintenance – Timeliness sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

PA#7 MHU Maintenance - Customer Satisfaction

Calculation formula: Each appropriate performance record reviewed (a customer satisfaction survey conducted by the COR or designee) will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 customer satisfaction surveys are conducted for the review timeframe and the contractor receives the following point scores:

4, 3, 4, 4, 3, 3, 3, 2, 1, 4, = 31

31 total points divided by 10 samples = 3.1

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This MHU Maintenance Customer Satisfaction sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

PA#8 – PA#9 - Not applicable

PA#10 MHU Deactivation - Timeliness

Calculation formula: Each appropriate performance record reviewed (the work order returned indicating the time that the deactivation has met the standards in the performance requirement) will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 deactivation work orders are reviewed for the survey timeframe and the contractor receives the following point scores:

4, 4, 3, 2, 3, 3, 3, 0, 1, 4, = 27

27 total points divided by 10 samples = 2.7

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This MHU Deactivation – Timeliness sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

PA#11 MHU Deactivation - Quality

Calculation formula: Each appropriate performance record reviewed (a completed MHU deactivation) will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 MHU Deactivations are reviewed for the survey quality and accuracy and the contractor receives the following point scores:

4, 3, 4, 4, 3, 3, 3, 2, 1, 4, = 31

31 total points divided by 10 samples = 3.1

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This MHU Deactivation – Quality sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

PA#12 MHU Repositioning and/or Relocation - Timeliness

Calculation formula: Each appropriate performance record reviewed (the work order returned indicating the time that the MHU has met the repositioning and/or relocation standards in the performance requirement) will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 transportation work orders are reviewed for the survey timeframe and the contractor receives the following point scores:

4, 4, 3, 2, 3, 3, 3, 0, 1, 4, = 27

27 total points divided by 10 samples = 2.7

This MHU Repositioning and/or Relocation – Timeliness sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

PA#13 Contract Management Performance -Documentation

Calculation formula: Each appropriate performance record reviewed (based on the delivery time of each report) will be assigned the corresponding number of points based on the performance standard.

The assigned points will be totaled and then averaged for the number of records in the sample group.

Example: if 10 reports are received by the COR or their designee and the contractor receives the following point scores:

4, 3, 4, 4, 3, 3, 3, 2, 1, 4, = 31

31 total points divided by 10 samples = 3.1

Then the score for the month will be Excellent based on a rounded rating of 3 points.

This Contract Management Performance (Documentation) sub-score will be averaged within the other PA sub-scores as described below to arrive at one Overall Performance score.

PA BASE TOTAL CALCULATION

The PA Base Total Calculation is an average of PA#1 through PA#13. It is calculated by averaging the scores for each applicable PA element. Normally the PA calculation will be the average of all 13 PA elements however if a specific PA elements is not activated during either the period of performance or has not been used during the rating period that PA element will not be used as part of the calculation and the denominator for purposes of calculation will be reduced by the number of elements not used. For example the contractor is not required to provide transportation then the denominator for the base total calculation will be 12 instead of 13.

Using the examples provided above the contractor received the following PA scores:

<i>PA Element</i>	<i>Score</i>
#1 Not applicable	
#2 Not applicable	
#3 Not applicable	
#4 Not applicable	
#5 Not applicable	
#6 MHU Maintenance - Timeliness	3
#7 MHU Maintenance - Customer Satisfaction	3
#8 Not applicable	
#9 Not applicable	
#10 Deactivation - Timeliness	3
#11 Deactivation - Quality	3
#12 MHU Repositioning and/or Relocation	3
#13 Contract Management - Documentation	3
PA Base Total	18

18 total points divided by 8 categories = 3.3 (round to the nearest tenth for the raw score)

The raw score will be averaged with the score from PA#14 Contract Management Performance Quality to calculate the final score.

PA#14 Contract Management Performance - Quality

The score for Contract Management Performance – Quality is calculated differently than other PA scores. Because of the importance of this score there is no averaging or other calculations. A single score for Contract Management Performance – Quality is developed based on the performance standards provided.

For purpose of an example the contractor received an Outstanding rating for the period of performance MHUs the contractor's score is 4.

FINAL CONTRACTOR RATING FOR THE PERIOD

The Final Contractor Rating for the Period is an average of the PA Base Total Calculation and PA#14 Contract Management Performance – Quality.

The raw PA Base Total Calculation score of 3.0 is added to PA#14 Contract Management Performance Quality score of 4 and then the total is divided by 2. For the example provided the raw score (combined PA Base Total Calculation and PA#14) is 7.1. The average is 3.55, which would be rounded to the nearest integer, which in this case is 4 providing the contractor with a rating of Outstanding.

FINAL CONTRACTOR RATING FOR THE ENTIRE PERIOD OF PERFORMANCE

To calculate the Final Contractor Rating for the Entire Period of Performance for each individual PA score all samples used in the calculation from all periods using the methodology described above. Each individual PA score will then be combined to get a raw PA Base Total Calculation score for the procurement action.

The Final Contractor Rating for the Entire Period of Performance is an average of the PA Base Total Calculation for the Entire Period of Performance and PA#14 Contract Management Performance – Quality.

However, if the contractor is terminated for default then the performance rating will automatically be Unsatisfactory.